



City of Tempe

NEIGHBORHOOD SERVICES SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	332	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Community Development	<i>Salary / Hourly Minimum:</i>	\$67,869
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$91,167
<i>Employee Group:</i>	UAEA	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Neighborhood Services Specialist
<i>Safety Sensitive / Drug Screen:</i>	No	<i>EEO4 Group:</i>	Professionals
<i>Physical:</i>	No		

REPORTING RELATIONSHIPS

Receives direction from the Neighborhood Program Manager.

May provide functional direction to assigned administrative support staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three (3) years of experience in planning, developing or organizing neighborhood programs, doing community relations work, or conducting public outreach programs.
<i>Education:</i>	Equivalent to a bachelor's degree from an accredited college or university with major coursework in public or business administration, planning, urban affairs, or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of professional duties associated with facilitating public involvement for City projects and programs and coordinating City services to neighborhoods; to assist in planning, developing, and implementing various programs designed to preserve the integrity of neighborhoods and promote a sense of community; and to provide technical and informational services to neighborhood associations, homeowners associations, and affiliate groups.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Coordinate and facilitate public involvement processes for the City.
- Attend neighborhood meetings, which will require evening and weekend hours; survey citizen views and tabulate results; facilitate discussion of perceived neighborhood problems and possible solutions; and report citizen views and issues to appropriate city staff.
- Respond to citizen inquiries; refer questions to appropriate City department/division or otherwise coordinate problem resolution.
- Research and respond to Council/City Manager inquiries; provide Council and City Manager periodic updates of neighborhood issues and activities.
- Assist in neighborhood services program development activities; work with city staff to plan and implement new projects and programs; lead or participate on independent committees working on neighborhood problems.
- Coordinate and lead neighborhood workshops, or various neighborhood task forces or committees as assigned.
- Respond to press inquiries; may state City's position on issues if authorized to do so; acts for, or fills in for, the Neighborhood Program Manager in the latter's absence.
- Create and maintain contact lists, as well as coordinate the distribution of public meeting notifications, neighborhood notices, and other outreach materials.
- Manage neighborhood grant projects from the application phase through project completion.
- Assist in creating and maintaining web pages for Neighborhood Services and City projects.
- Attend and help coordinate conferences and workshops; reviews current literature to stay informed about developments in the field.
- Prepare a variety of reports, correspondence, and statistics regarding program activities.
- Perform related duties as required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective August 1999</i> <i>Revised November 2001</i> <i>Revised December 2004</i> <i>Revised October 2018 (update essential functions and job duties)</i> <i>Revised April 2021 (update physical demands and work environment)</i></p>